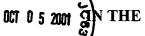
"Express Mail" Label No. <u>EL 7935177</u>094S I hereby certify that this paper or fee is being deposited with

the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below and is addressed to: Assistant Commissioner for

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Date of Deposit: October 5, 2001



## THE UNITED STATES PATENT AND TRADEMARK OFFICE

pplication

Applicant(s): J.L. Hellerstein et al.

YOR920010334US1

Docket No.: Serial No.:

09/896,254

Filing Date:

June 29, 2001

Group:

2164

Examiner:

Unassigned

Title:

Automated Service Level Management

in Financial Terms

## TRANSMITTAL OF FORMAL DRAWINGS

**Assistant Commissioner for Patents** Washington, D.C. 20231

Attention: Official Draftsperson

Sir:

In response to the Notice to File Missing Parts dated August 20, 2001, Applicants submit herewith six (6) sheets of formal drawings to complete the above-referenced patent application.

A copy of the Notice is enclosed herewith. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit International Business Machines Corporation Deposit Account No. 50-0510 as required to correct the error.

Respectfully submitted,

Date: October 5, 2001

William E. Lewis Reg. No. 39,274

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